

## U.S. Consulate Family Member 1

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### QUALIFICATIONS HIGHLIGHTS

- **Management:** Successful development and implementation of management systems for the United Agency for International Development (USAID) in West Africa.
- **Human Resource and Training:** Five years of experience in planning and directing a human resource and training department for a local government agency with 260 employees in the United States.
- **Marketing and Advertising:** Developed, planned, and executed over 30 marketing and advertising campaigns for a 450-bed hospital in the United States.
- **Business Process Re-engineering:** Lead reengineering team streamlining procurement processes for a local government organization with 50 agencies purchasing over a \$1.0B annually.
- **Health Care Management:** Developed a Health Maintenance Organization (HMO), and also managed an HMO with 10,000 members.

### EMPLOYMENT HISTORY

**Jan. 2003 - Apr. 2004**

**Personal Services Contractor  
USAID/Nigeria**

- Developed and implemented an inventory management and training program for the United States Agency for International Development (USAID) program-funded property for grantees and contractors.
- Wrote and edited over 15 program success stories highlighting USAID's achievements in Nigeria.
- Managed logistics for official U.S. delegations to Nigeria from the White House including the President, members of Congress, and the President's Cabinet.

**Sept. 1997 - May 2002**

**Asst. Dir., Human Resources and Training  
Office of Contracting and Procurement  
District of Columbia Government, Washington, D.C.**

- Developed and implemented:
  - **Strategic Human Resources Plans** to ensure that services and programs were aligned with organizational goals and objectives.
  - **Human Resource Workforce Plans** which increased organizational capacity and productivity as a result of new competencies and training.
  - **Recruitment Plans.** Using print and internet media strategies, flexible personnel regulations, and standing screening and interview committees, filled over 100 professional, technical and administrative positions within 9-months.
  - A new **Employee Orientation Program** enhancing a greater understanding of the organization's policies and procedures, and safety issues.
  - A **Procurement and Career Development Training Program**; offered 30 courses, seminars, and workshops, and trained 3500 employees each year.
- Managed several reorganizations designed to promote cross-functional customer-oriented teams, resulting in improved services and a savings of \$52M.
- Instrumental in designing and implementing a city-wide **Performance Management System** aligning individual performance plans, and individual development plans with organizational objectives.

- Served on human resource committees to redesign human resource services, compensation programs and a **Human Resource Information System (HRIS)**.

**Aug. 1988 - Oct. 1997**

**Special Assistant and Acting Director  
Planning and Marketing, D.C. General Hospital  
Washington, D.C.**

- Supervised three functional directors accountable for Strategic Planning, Marketing, Media Relations, Community Relations, Volunteer Services, Funds Development and Chaplaincy Services.
- Developed and implemented over 30 advertising and promotion campaigns increasing the hospital's image, customer base, and revenue by 20% over a 5-year period.
- Prepared highly technical Certificate of Need (CON) applications that were approved by State regulators for diagnostic equipment such as a CT scanner, linear accelerator, and the construction of a \$20M Ambulatory and Critical Care Center.
- Drafted testimony for the Chief Executive Officer for presentation before local government and congressional legislators resulting in a \$1.0M increase in the hospital's annual budget.
- As an appointee to the Mayor's Procurement Task Force, led team to re-engineer procurement processes; drafted amendments enacted by City Council, and developed and implemented the Mayor's Reengineered Procurement Strategic Plan.

**Jan. 1981-June 1988**

**Executive Asst., Councilmember H.R. Crawford  
Council of the District of Columbia  
Washington, D.C.**

- Established, organized and managed day-to-day operations and a staff of six.
- Prepared press releases, organized press conferences, and brief media and interest groups on proposed legislative initiatives and impact.
- Drafted speeches, talking points, remarks, briefing materials and legislative initiatives.
- Raised over \$2.5M for constituency services programs and two campaigns.
- Developed and managed detailed plans for over 300 events.
- Represented the Councilmember in meetings with other elected officials, members of the Mayor's Cabinet, and the general community.

❖ Other positions held from 1972 to 1980 included

- Project Director, Black Economic Union, Kansas City, Missouri
- Health Education Specialist, University of the District of Columbia, Washington, D.C
- Center Administrator, Georgetown University Health Plan, Washington, D.C.
- Ambulatory Services Coordinator, Howard University Hospital, Washington, D.C.

**EDUCATION**

- Howard University, Washington, D.C., B.A., History and English, May 1975
- Central Michigan University, Certificate in Health Sciences Administration, December 2000
- University of North Carolina at Chapel Hill, Executive Human Resource Program, July 2001

**CERTIFICATION**

Professional Human Resources Certification, May 4, 2001

**REFERENCES AVAILABLE UPON REQUEST**